

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 17 - Central Coast Commission for Senior Citizens

From: 07/01/2011 To: 06/30/2012

Public and Media Data Report

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Type of Activity					
Interactive Presentations to Public in Person					
Total Number of Events	20	48	22	17	107
Estimated Number of Attendees	295	856	313	311	1,775
Estimated Number of Persons Provided Enrollment Assistance	0	21	0	0	21
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	1	1	0	0	2
Estimated Number of Attendees	30	250	0	0	280
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Mobile InfoVan Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	1	0	0	1
Estimated Number of Attendees	0	19	0	0	19
Estimated Number of Persons Received Any Enrollment Assistance	0	0	0	0	0
Enrollment Assistance with Medicare Programs(s)	0	0	0	0	0
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	0	0	0	0
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	1	0	0	1
Estimated Number of Attendees	0	1,000	0	0	1,000
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	0	0	0	0
Estimated Number of Persons Reached	0	0	0	0	0

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	0	0	0	0	0
Estimated Number of Targeted Persons Reached	0	0	0	0	0
Presenters					
HICAP Paid Staff					
Total Presenters	15	39	18	13	85
Total Hours for Length of Activities	33.40	78.30	35.10	34.30	181.10
HICAP In-Kind Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP Volunteer Staff					
Total Presenters	6	11	4	3	24
Total Hours for Length of Activities	24.20	49.00	15.50	12.30	101.00
Other Presenters					
Total Presenters	4	3	1	1	9
Total Hours for Length of Activities	5.30	3.50	0.00	0.00	8.80
Area of Focus					
Dual Eligible with Mental Illness	5	15	1	3	
Dual Eligible with Mental Illness	0	0	0	0	0
Employer Termination - COBRA	0	0	0	0	0
General HICAP Information	20	50	21	16	107
Grievances / Appeals - Plan Issues	0	0	0	0	0
Long-Term Care / Insurance	1	0	1	0	2
Low Income Subsidy (LIS) / Application Assistance	20	50	21	15	106
Medicare (Parts A & B)	21	49	22	16	108
Medicare Advantage (Part C)	21	51	21	16	109
Medicare Fraud / Abuse	14	38	21	12	85
Medicare Prescription Drug Coverage (Part D)	20	51	22	15	108
Medigap / Medicare Supplements	20	50	21	15	106
Non-Medicare Fraud/Abuse	0	1	0	0	1
Other Topics / Issues (Health Specific)	1	0	0	0	1

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	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	0	0	0
Preventive Care Benefits	19	44	20	15	98
QMB/SLMB/QI	4	4	0	0	8
Volunteer Recruitment	0	1	1	0	2
Targeted Audience					
African American	0	4	3	3	10
American Indian or Native Alaskan	0	0	0	0	0
Asian Indian	0	0	1	1	2
Caucasian	18	46	21	15	100
Chinese	1	3	0	0	4
Disabled	0	2	0	0	2
Dual Eligible Groups	0	1	0	0	1
Employer Related Groups	0	0	0	0	0
Family Member/Caregiver of Beneficiary	1	1	0	0	2
Filipino	3	2	0	0	5
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	7	26	12	13	58
Hmong	0	0	0	0	0
Japanese	0	0	0	0	0
Korean	2	2	0	0	4
Low Income	0	5	1	0	6
Medicare Beneficiaries	4	12	3	2	21
Medicare Pre-Enrollees	2	2	3	0	7
Mental Health	0	0	0	0	0
Mental Health Professionals	0	0	0	0	0
Native Hawaiian	0	0	0	0	0
Other	2	0	0	1	3
Other Asian	0	14	3	3	20
Other Pacific Islander	0	0	0	0	0
Partnership Outreach	0	0	0	0	0
Presentations to Groups in Language Other than English	0	1	0	0	1
Rural	0	0	0	0	0
Samoan	0	0	0	0	0
Social Work Professionals	0	1	0	0	1
Some Other Race or Ethnicity	0	0	0	0	0
Vietnamese	1	1	0	0	2

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	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Web Site Hits					
Total Web Hits to Local HICAP Web Site	0	0	0	0	0
Literature from Events					
General HICAP Brochure	637	1,541	374	545	3,097
"Taking Care of Tomorrow"	11	57	13	25	106
Other Publications (Created by or on Behalf of Local HICAP)	2,309	3,530	939	1,116	7,894
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	0	1	0	0	1

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	227	719	448	292	1,686
Total Finalized Intakes	176	644	400	240	1,460
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	28	27	61	45	161
Aging into Medicare Postacd - CDA HICAP	2	1	3	2	8
CDA HICAP	0	0	6	2	8
CHA	0	0	0	0	0
CMS/Medicare	0	2	2	3	7
Friend/Relative	35	28	66	42	171
InfoVan	0	0	0	0	0
Internet	1	0	3	3	7
Mailings	1	5	4	2	12
Media	26	14	41	35	116
Other	15	31	43	32	121
Presentations	7	9	23	3	42
Previous Contacts	20	39	63	32	154
State Website	0	0	0	0	0
Missing/Not Collected	41	488	85	39	653
Mode of Client Contact					
Quick Call Contacts	734	2,522	1,613	1,362	6,231
Contacts by Telephone	142	167	438	441	1,188
Contacts In Person at home	2	9	16	6	33
Contacts In Person at site	149	131	347	244	871
Contacts by E-Mail	57	54	194	106	411
Contacts by Mail/Fax	88	1,011	197	104	1,400
Total Number of Client Contacts:	1,172	3,894	2,805	2,263	10,134
Contact Status Types					
General info	74	101	230	262	667
Detailed Assistance	526	2,722	1,380	852	5,480
Problem Solving/Resolution	32	83	72	158	345
Total Counseling Time Spent by Counselor Type					
Program Manager	0.00	0.00	0.00	0.00	0.00
Volunteer	238.36	442.20	555.05	469.32	1,704.93
Paid	51.15	576.17	277.55	131.05	1,035.92
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	12	17	65	24	118
Race					
African American/Black	2	2	1	4	9

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	2	1	1	0	4
Caucasian/White	108	191	188	142	629
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	0	0	0	0
Asian Indian	0	0	1	0	1
Chinese	0	0	1	0	1
Filipino	2	5	4	0	11
Japanese	1	0	1	1	3
Hmong	0	0	0	0	0
Korean	1	0	1	0	2
Vietnamese	1	1	2	1	5
Other Pacific Islander	0	0	1	1	2
Other Asian	0	1	2	0	3
Two or More Race	3	8	15	2	28
Some Other race	2	4	39	30	75
Not Collected	54	431	143	59	687
Gender					
Female	91	397	229	141	858
Male	73	219	161	95	548
Not Collected	12	28	10	4	54
Monthly Income					
Less than 150% of FPL	23	61	78	53	215
Equal To/Greater than 150% of FPL	103	308	202	133	746
Not collected	50	275	120	54	499
Client Asset Limits					
Below LIS Asset limit	4	1	4	3	12
At or Above LIS Asset Limit	3	0	1	3	7
Not Collected	169	643	395	234	1,441

From: 07/01/2011 To: 06/30/2012

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	20	27	46	31	124
Limited English Proficient (LEP)	3	9	49	11	72
Dual Eligible	10	34	40	17	101
Medicare Status Due to Disability	13	12	43	35	103
Dual Eligible due to Mental Disability	2	3	2	2	9
Applying/Receiving Social Security/Medicare Disability	14	18	42	35	109
Age					
Under 60	6	10	28	21	65
60-64	6	13	19	47	85
65-74	86	128	173	88	475
75-84	19	42	61	28	150
85+	11	17	30	17	75
Not Collected	48	434	89	39	610
Marital Status					
Married	85	137	183	104	509
Never Married	10	18	31	17	76
Separated	2	3	1	3	9
Divorced	20	37	39	38	134
Widowed	20	32	42	37	131
Domestic Partner	0	0	1	2	3
Not Collected	39	417	103	39	598
Estimated Financial Saving					
Clients with Financial Savings	5	9	6	2	22
Estimated Dollars Saved	\$8,698.00	\$8,866.00	\$13,886.00	\$1,802.00	\$33,252.00

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	Topics/Needs Discussed				
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	164	602	384	234	1,384
Benefit Comparisons/Explanation/Coverage Changes	100	117	233	175	625
Appeals/Grievances	2	1	6	10	19
Billings/Claims	8	5	13	13	39
Fraud/Abuse	1	0	0	0	1
Quality of Care	8	9	20	20	57
LTC/LTCI					
Enrollment/Eligibility Assistance	10	4	4	9	27
Billings/Claims	1	1	1	2	5
LTC Partnership	6	2	0	0	8
Appeal/Grievances	0	0	0	0	0
Fraud/Abuse	0	0	0	0	0
Other LTC	9	3	3	6	21
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	98	96	215	156	565
Benefit Explanation	100	106	226	162	594
Appeals/Grievances	2	0	0	0	2
Billings/Claims	3	2	4	6	15
Fraud/Abuse	1	0	0	0	1
Disenrollment/Coverage Changes	5	0	2	5	12
Quality of Care	6	3	8	16	33
Plan Comparison	41	46	80	80	247
Marketing/Sales Complaints/Issues	1	1	2	1	5
Plan Non Renewal	0	1	2	0	3
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	92	93	190	141	516
Benefit Explanation	97	101	197	142	537
Appeals/Grievances	0	2	4	2	8
Billings/Claims	2	4	4	3	13
Fraud/Abuse	0	0	0	0	0
Coverage Changes/Disenrollment	5	6	5	2	18
Plan Non Renewal	0	7	24	2	33
Plan Comparison	32	47	64	56	199
Enrollment/Enrollment Assistance	2	0	2	1	5
Quality of Care	4	7	14	13	38
Marketing/Sales Complaints or Issues	0	0	1	0	1
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	7	5	11	5	28
Medi-Cal Application Assistance	2	0	4	7	13

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
MSP Screening (QMB, SLMB, Q-1)	33	38	63	73	207
MSP Application Assistance	1	0	4	5	10
Medi-Cal/QMB Claims	2	2	2	1	7
Fraud/Abuse	0	0	0	0	0
Other	9	2	30	8	49
Other					
Employer/Federal Health Benefits (FEHB)	25	28	45	39	137
Military Benefits	12	5	20	13	50
COBRA	4	5	3	3	15
Mental Health Topics	1	5	3	3	12
Fraud/Abuse	1	0	0	0	1
Other Health Insurance	7	7	8	12	34
Other	14	6	19	13	52
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	149	611	359	204	1,323
Eligibility/Screening	125	577	321	202	1,225
Plan Comparison	105	570	231	101	1,007
Enrollment/Anrollment Assistance	5	14	34	10	63
Billings/Claims	1	1	2	5	9
Coverage Changes	12	7	15	2	36
Re-enrollment	1	0	0	0	1
Disenrollment	2	1	3	1	7
TROOP	13	3	11	1	28
Other	4	4	6	9	23
LIS / Extra Help					
Eligibility / Screening	35	34	77	70	216
Benefit Explanation	8	10	25	18	61
Application Assistance	2	0	7	5	14
Claims/Billings	0	0	1	0	1
Appeals / Grievances	0	0	0	0	0
Other Prescription Drug CoveragePlans					
Union/employer	11	14	22	19	66
PPARx	0	0	0	0	0
Military Drug Benefit	7	7	14	9	37
Manufacturer Program	0	0	1	1	2
Other	3	2	6	7	18
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	1	0	6	1	8
Lag Time	0	0	5	1	6
Multiple Enrollment	0	0	3	1	4
Poor Training of Agents	0	0	6	0	6
Poor Training of CSR	0	0	0	0	0

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	Topics/Needs Discussed				
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Fraud/Abuse	0	0	0	0	0
Marketing Fraud/Abuse	0	0	0	0	0
Agent fraud/abuse	0	0	1	0	1
Formulary problems/changes	2	1	0	0	3
Dosage problem	0	0	0	1	1
Data problems	0	0	1	0	1
Delay in medications	0	0	1	0	1
Incorrect Co-Pay/Can't Afford Co-Pay	0	0	0	0	0
Client reached donut hole	0	0	1	0	1
SSA Premium withheld	0	0	0	0	0
Appeals/Grievances	0	0	2	1	3
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
HICAP Legal Services					
Referrals to HICAP Legal	0	0	0	0	0
Legal Clients Served	0	0	0	0	0
Cases Opened	0	0	0	0	0
Cases Closed	0	0	0	0	0
Favorable Closed Case Results	0	0	0	0	0
Client Representation Hours	0	0	0	0	0
Consultation to Program Hours	0	0	0	0	0
HICAP Legal Clients that Saved	0	0	0	0	0
Estimated Financial Savings	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	1	0	0	0	1
Part D Plan:	0	0	1	0	1
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	0	0	0
Other:	1	0	1	0	2
TOTAL MEDICARE PART D COMPLAINTS	2	0	2	0	4
All Other Complaints					
APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
QIO:	0	0	0	0	0
SMP:	0	0	0	0	0
Other:	0	0	0	0	0
TOTAL ALL OTHER COMPLAINTS	0	0	0	0	0
800 Medicare Line Issues					
Total number of Calls with Issues	2	3	10	12	27
Total duration of calls	1.40	1.15	2.58	3.55	8.68